

QUICK START GUIDE: CUSTOMER REGISTRATION

What is FedMall? How do I access it?

FedMall is an e-commerce ordering system for Department of Defense (DoD), Federal, State, and authorized local Agencies to search for and acquire products from government reserves and commercial sources. Buyers will have access to tens of millions of individual items of supply, from centrally managed DoD and General Service Administration (GSA) assets to commercial off-the-shelf (COTS) products.

As a customer, you will access FedMall by visiting:

<https://fedmall.dla.mil>

Note: Suppliers have their own access via the FedMall Supplier Portal. If you are making your items available for purchase in FedMall, please reference the Supplier Registration Quick Start Guide for more information.

Registering as a FedMall Customer

Before you begin

Before you start, be sure that you have each of the following (if you don't or aren't sure, see the sidebar):

- ☐ A valid authentication certificate, such as a CAC card, PIV card, or a soft certificate available to your web browser
- ☐ If you intend to have purchasing authority, the credit card (e.g. Government Purchase Card, GPC) information and/or MILSTRIP information.

Steps to register

- Visit FedMall at fedmall.dla.mil.
- Select your certificate and enter your pin, if prompted. (Note: if you are not prompted to select a certificate or if you are unable to proceed with your selected certificate, use the links in the sidebar for more information.)
- Read and accept the standard notice and consent.
- Complete the one-page registration form.

That's it! Once you submit your registration, you will automatically be approved as a registered FedMall customer and be ready to shop. You may optionally add payment methods or request additional permissions.

HOW DO I AUTHENTICATE TO FEDMALL?

To access the FedMall Supplier Portal, you will need to authenticate (identify) yourself with any of the following:

- **Common Access Card (CAC):** a credit-card-sized smart card issued by the DoD to uniformed service personnel, DoD civilian employees, and eligible contractors. For more information, visit: <http://www.cac.mil/common-access-card/getting-your-cac/>
- **Personal Identify Verification (PIV) card:** a credit card-sized smart card issued by the U.S. Federal Government in accordance with Homeland Security Presidential Directive 12 (HSPD-12) requirements for a common identification standard for all Federal employees and contractors. For more information, visit: <http://fedidcard.gov/credget.aspx>
- **Public Key Infrastructure (PKI) certificate:** As an alternative to the physical smart card, you may also obtain a software-based X.509 certificate, which you import a file into your browser's personal certificate store. For more information, visit: <http://iase.disa.mil/pki/eca>

CUSTOMER? SHOPPER? BUYER?

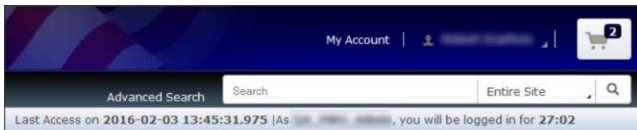
Everyone who uses FedMall to browse, search, select, and/or buy items from FedMall suppliers is known as a *customer*.

When you first register as a customer, you will be able to shop for items (shopper) and pay for them using a Government Purchase Card (buyer). You may also request additional permissions (e.g. to pay for items via MILSTRIP), or send your shopping cart to those with purchase authority. Regardless, all of these users are customers.

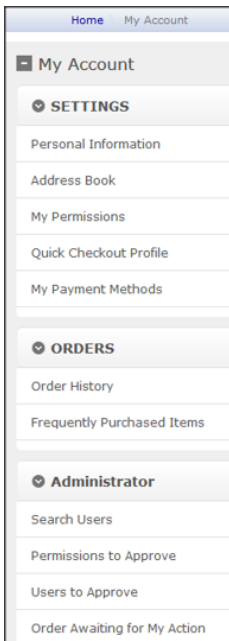
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Managing My Account

At any time you can view and update your account information from the “My Account” link in the header.



This will load the My Account Summary page, which contains an overview of the Personal Information page and a summary of Recent Order History.



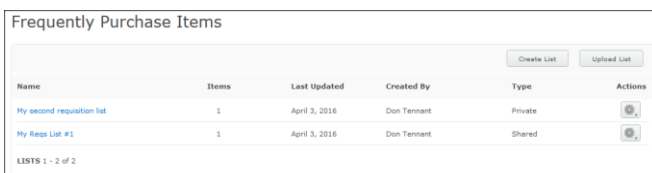
To **edit your personal account information**, use the “Personal Information” link under *My Account: Settings*, or click the “Edit” link on the My Account Summary page.

To **request additional permissions** (e.g. to request permission to pay via MILSTRIP), click on “My Permissions” and submit the request for the applicable permission following the directions provided.

To **add a credit card** (e.g. Government Purchase Card, GPC) to your user account, click on “My Payment Methods.”

To **view order history**, use the “Order History” link under *My Account: Orders*, or click the “View all orders” link on the My Account Summary page (under “Recent Order History”).

To **view requisition lists**, use the “Frequently Purchased Items” link under My Account: Orders.



Requesting Additional Permissions

Although your primary registration as a customer in FedMall does not require any external approvals, there are additional permissions that you may request in order to perform specialized tasks. These are available by selecting “My Permissions” from the My Account page.

My Permissions	
Roles & Access	
Contracting Officer	Request
DDE Through MOES Access	Request
WSSP Read-Only User	Request
WSSP User	Request
Change DODAAC List	Request
HM&E Corridor Access	Request
NAVFAC Corridor Access	Request
Payment Methods	
MILSTRIP Fund Code Payment	Request
Non-Stand Government Purchase Card Payment	Request
Corporate Credit Card	Request
State Purchase Card Payment	Request

Each request may require slightly different information, but in each case, you should complete any necessary information, sign the document, and scan and email it to the address provided on the form.

Contracting Officer Authorization	
<p>You may apply for this special access permission if you are a warranted Contracting Officer. You will be required to fax a copy of your warrant to the FedMall Registration Authority. Addition of this special access permission to your account will allow you to review and approve ETO actions for other users that exceed \$3000 and it may, in some cases, allow you to place higher dollar value orders than users who are not Contracting Officers.</p> <p>Specific Instructions for completing this form:</p> <ol style="list-style-type: none"> 1. Complete the form as instructed. 2. Sign the form. 3. Receive all the signatures that the form requires. 4. Electronically send this form to the FedMall Registration Authority below. 	
<p>After your request has been processed, you will receive an email confirmation that your authorization has been activated. If you have questions, please call FedMall Support at 1-877-352-0235</p>	
<p>Name: [Redacted] Email: [Redacted] Commercial Phone: 619-555-1212 DSN Phone: [Redacted] User ID: [Redacted] Department: [Redacted] Service/Agency of Assignment: [Redacted] Major Command: [Redacted] Unit of Assignment: [Redacted] Duty Station/City: El Centro State/Province: CA Postal Code: 92243 Country: [Redacted] Requester's Signature: _____</p>	
Cancel	Submit